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Regarding: **COMMENTS REQUESTED IN CONNECTION WITH
QWEST'S PENDING SECTION 271 APPLICATIONS
WC Docket Nos. 02-148 and 02-189**

Overview

On June 4, I ordered a line-sharing DSL service from Covad Communications for my home business. I ordered their TeleSoho product and tracked my order process via the Covad.net website. Everything appeared to be going smoothly. Within days of my order, Qwest sent Covad notification that my line was provisioned. At that time, Covad sent to me the self-install kit so I could setup the DSL. Three to four days later my self-install kit arrived. At that point I started to install and configure my DSL. That's when the problems started.

Problem 1 (Line Provision)

I installed everything according to the directions, but no connection. I tried everything, and spent the good part of the day trying to figure out what I could be doing wrong. After hours of frustration I called Covad technical support. Low and behold my line was never provisioned. What a waste of an afternoon. After a few phone calls from Covad to Qwest, they provisioned my line about 3 days later. From the time they said they provisioned my line to actual provision was about a week.

Problem 2 (Load Coils)

After getting the line provisioned I attempted to reconnect my DSL. Still nothing. Once again I called Covad technical support. After a half hour of support, I still had no success in setting up my DSL. It was now going to require a "Professional Install" (additional \$175) to setup the DSL. A few days later the Covad installer arrived to see what the problem was. After some tests he concluded I had a "dirty line" which would require a Qwest truck roll. Days later Qwest came to my house and performed additional tests. Qwest informed me that 2 "Load Coils" were on the line and it wouldn't be impossible to get DSL. ***The Qwest tech did not write in his reports it was load coils, but had the nerve to write in his reports for Covad to just call the "homeowner" to see why the DSL wouldn't work.*** Covad technical support contacted me to find out what happened and I explained the load coil problem. They were shocked. They told me that their agreement with Qwest was for them to only provision lines that are Load Coil free. More frustration on my part, but finally a second Qwest truck roll was to be done to install a new "Load Coil Free" line.

Problem 3 (Distance)

When I ordered my service I was told I could expect exceptional service, as I was only 3,000 ft from a Central Office. During my DSL selection process I contacted Qwest as well. They too offered me speeds up to 8M download, as I was so close to the central office. After the first Qwest truck roll they changed their story and told me I was 16,000 feet from the Central office and to not expect very good service. ***Turns out I was 27,000 feet from a central office.*** It's unbelievable that Qwest could be so far off in how far they thought I was from the Central office. What a joke this whole ordering process turned out to be. I never had a chance to get DSL. What a waste of money both Qwest and Covad spent on my order. No wonder the Telecom industry is going bankrupt.

What is the FCC going to do?

Somebody needs to fix these problems and that agency is the FCC. Either force Qwest to due some due diligence in confirming lines are set, or let the competition, in this case Covad, use the equipment they need to verify that the orders are processed properly. All of these problems could have been avoided if they were performing actual tests on my line from the beginning. Instead I ended up in complete frustration and no DSL.

If this is the way DSL is suppose to work then we can just forget about getting Broadband to the general public.

Sincerely,

Jeffrey Bower